

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors : Mark A. George and Cynthia L. Sturgeon  
Title : Service Desk Data Transfer Interface  
Serial No. : 09/945,413 Docket : 149-0119US  
Filed : August 31, 2001 Client Ref:

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## CERTIFICATE OF MAILING (37 C.F.R. 1.8)

The undersigned hereby certifies that this correspondence is being deposited with the U.S. Postal Service as First Class Mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on February 24, 2004.

*Melissa K. Mosby*  
Melissa K. Mosby

## SUBSTITUTE POWER OF ATTORNEY

As the Assignee of record of the entire interest in the above application, I hereby appoint the practitioners at Wong, Cabello, Lutsch, Rutherford & Bruculeri, L.L.P. (**Customer No. 29855**) as my attorneys and agents to prosecute the above identified application, to transact all business in the Patent and Trademark Office, or the Courts, in connection therewith, with full powers of substitution, revocation and addition, simultaneously revoking all previous powers. In addition, please assign: (1) the correspondence address to that associated with Customer No. 29855; (2) the fee address to that associated with Customer No. 29855; and (3) the attorney's docket-number for this matter to **149-0119US**.

No fee is believed due for submission of this paper. If this belief is incorrect, the Commissioner is authorized to charge any required fees to Deposit Account 501922/149-0119US.

2-13-04

Date

*Robert H. Whilden, Jr.*

Robert H. Whilden, Jr.  
Senior Vice President, General Counsel and Secretary  
BMC Software, Inc.